

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(November, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	4	6	10
Relay/OSD Related		2	2
Other			
<b>Total Commendations</b>	<b>4</b>	<b>8</b>	<b>12</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner	2		2
Typing Skill/Speed	1		1
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>		1	1
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>	<b>3</b>	<b>2</b>	<b>5</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	4	2	6
Outreach/Marketing	2		2
Explain Relay	1		1
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related	1		1
Other	1	4	5
<b>Total Inquiries/Comments</b>	<b>10</b>	<b>7</b>	<b>17</b>
<b>Grand Total</b>	<b>17</b>	<b>17</b>	<b>34</b>